



## ADMINISTRATIVE SUPPORT OFFICER

JC: AA230

PG: 13

BU: 4 (SEIU)

FLSA: Non-Exempt

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.*

### **DEFINITION**

Under direction of a Department or Division Manager, performs complex administrative, systems, and management analyses; makes recommendations for action and assists in policy and procedure implementation; directs specific services and functions in assigned Department or Division; supervises support staff; performs related work as assigned.

### **CLASS CHARACTERISTICS**

This class directs the work of assigned support staff and performs complex analytical work. Projects may include, but are not limited to, review and evaluation of software systems for the department and/or for District-wide projects; office space planning for Division or Department; performance of various administrative analyses. The incumbent is expected to exercise latitude and independence of action and to represent the manager in meeting with other departments. This class is distinguished from other departmental administrative analyst classes in that the duties include direction of support staff and associated activities in addition to providing high level administration staff support to the Department or Division Manager.

### **REPORTS TO:**

A Division Manager or higher-level classification

### **EXAMPLES OF DUTIES** – *Duties may include, but are not limited to, the following:*

1. Directs a wide variety of office support services at the division, department and district level.
2. Plans and organizes administration or management studies relating to the assigned activities of the Department.
3. Determines analytical techniques and information gathering processes and obtains required information and data for analysis.
4. Analyzes alternatives and makes recommendations regarding office support services and analytical projects, staffing, office consumables, and policy or procedure modifications.

5. Plans, assigns and schedules the work of assigned support staff.
6. Acts as functional head of varied projects inside and outside the department.
7. Develops implementation plans and directs the implementation of procedural modifications.
8. Provides administration of personnel activities for the department.
9. Provides administrative support on the budget.
10. Consults with Human Resources staff regarding the interpretation of policy and various labor agreements.
11. Coordinates activities with those of other District departments.
12. Represents the District in meetings with outside agencies, vendors and others.
13. Provides technical assistance to others on administrative and analytical matters.
14. Develops or utilizes computer applications to assist with analytical studies.
15. Prepares technical reports, correspondence and other written materials.
16. Assists in development of implementation of goals and objectives in assigned areas.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles, practices and methods of administrative and office services support techniques and administrative analysis
- Public administration principles and practices. Business computer user applications
- Budgetary principles and practices
- Supervisory principles and practices

### **Skill in:**

- Planning, assigning, directing and reviewing the work of support staff members
- Analyzing administrative, and organizational problems, evaluating alternatives and reaching sound conclusions
- Collecting, evaluating and interpreting varied information and data, either in statistical or narrative form
- Preparing clear, concise and complete reports and other written materials. Maintaining accurate records and files
- Highly developed problem solving
- Coordinating multiple projects and meeting critical deadlines
- Exercising sound independent judgement within established guidelines

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- Representing the District effectively in meetings with representatives of outside agencies
- Establishing and maintaining effective working relationships with those contacted in the course of the work

**MINIMUM QUALIFICATIONS**

**Education:**

A Bachelor's degree in business, public administration or a closely related field.

**Experience:**

The equivalent of four (4) years of full-time verifiable professional level administrative and/or analytical experience, at least one year of which must have been in a lead capacity.

**Substitution:**

Additional professional and supervisory experience as outlined above may be substituted for the education on a year-for-year basis.

**WORKING CONDITIONS**

**Environmental Conditions:**

Office environment; exposure to computer screens.

**Physical Conditions:**

Walking, standing, or sitting for prolonged periods of time.

**BART EEO-1 Job Group:** 3500 - Professional  
**Census Code:** 0710 – Management Analysts  
**Safety Sensitive:** No

**CLASSIFICATION HISTORY**

**Created :** October 2000  
**Revised :** September 2022